# C. Staff Recommendations - Goals and Objectives FY2020 - 2024

* 1. Services: Meet the changing needs of the community
     1. Staffing adequate to meet the changing needs of the community.
     2. Children and young families - provide equal access to technology, media mentorship, early literacy expertise, support to local schools and child services
     3. Immigrant populations - augment existing services provided by Wellspring House
  2. Facilities: Create public space that is well-maintained, safe, clean, comfortable, modern, and accessible
     1. Continue to update and improve furnishings and space allocation
     2. Develop and implement a comprehensive set of security practices
     3. Determine the safest use of existing restroom facilities
     4. Improve parking situation
     5. Respond to needs of ongoing building/renovation program by increasing opportunities for remote access.
     6. Develop co-working space
     7. Create comfortable, welcoming seating areas for all ages.
     8. Develop outdoor garden and recreation space for children and families
     9. Establish satellite locations in order to break down barriers to access
  3. Technology: Offer up-to-date, easily accessible technological resources
     1. Technological training for library staff and the public at all ability levels.
     2. Support Gloucester’s economic goal of becoming center for innovation
     3. Market the library’s electronic resources to diverse populations through a variety of locations
     4. Ensure all staff have proficiency in use of mobile devices, electronic resources and applications, and website navigation in order to demonstrate resources.
     5. Expand access and use of assistive technology.
     6. Create opportunities to explore, learn new skills and train on emerging technologies
  4. Collections: Meet demand for materials in multiple formats for the range of subjects and genres.
     1. Design and maintain collection management practices that adapt to changing trends
     2. Expand International and English Language Learning collections
  5. Programming: Connect, complement, and promote existing community programming as a visible and vital partner
     1. Allocate more space for informal, independent learning
     2. Analyze needs and current resources for each population group.
     3. Seniors - Consider offering technical training, tax resources, intergenerational programming, more volunteer opportunities
     4. Collaborate with community organizations to develop partnerships that foster learning. encourage community growth, and extend reach.
     5. Children, teens, and adults - Diversify program offerings